

Job title	Ticket Seller
Reports to	Box Office Manager
PT / FT	Part Time
FLSA Status	Non-exempt

The Landmark Theatre is a 2800+ seat live entertainment venue, originally opened in 1928. The Landmark hosts touring Broadway productions, concerts, comedians, speakers and film, in addition to serving as a venue for weddings and other milestone events.

Job purpose

Reporting to the Box Office manager, Ticket Sellers are responsible for providing front-line, first-contact customer service to guests at the box office or over the phone. The Landmark hosts 90,000 to 150,000 guests annually.

Duties and responsibilities

- Providing excellent customer service and information to guests during box office hours;
- Event night ticket processing and will call ;
- Consistently accurate ticket processing and cash handling, in person and over the phone;
- Close out ticket-selling and merchant service terminals at end of day;
- Other duties, including minor administrative tasks, as assigned.

Qualifications

- High school diploma or GED; Associates degree preferred
- Ticketmaster experience is preferred
- Experience with a multiline phone system is preferred
- Three years of experience in a customer service environment, excellent customer service skills
- Able to accept direction
- Work in a public facing environment, excellent communication skills
- Work independently as well as with a team
- Must be able to work a flexible schedule including days, nights, weekends and holidays based on events

Working conditions

Ticket Sellers will be scheduled both during office hours (Monday – Friday, 9:30a – 5:30p) and for events which may occur in the evening, on weekends, and (rarely) on holidays.

Physical requirements

A Ticket Seller must be able to:

- Sit, with appropriate breaks, for up to eight hours of time;
- Use a computer keyboard, mouse, and monitor as part of regular duties;
- Safely make similar motions throughout the day, with appropriate breaks.